

Lockwood Surgery

PATIENT INFORMATION LEAFLET

Practice complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be resolved quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible — ideally, within a matter of days or at most a few weeks — because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Complaints must be made not later than:

- twelve months after the date on which the matter which is the subject of the complaint occurred; or
- twelve months after the date on which the matter which is the subject of the complaint came to the notice of the complainant.

Complaints should be addressed to the Practice Manager or any of the doctors. Alternatively, you may ask for a telephone appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

All complaints will be acknowledged no later than three working days after the day the complaint is received (the acknowledgement will usually be in writing but can be verbally in some circumstances although this should be the exception rather than the norm).

An offer should be made to discuss with the complainant the following:

- The handling of the complaint.
- Timescales for responding.
- Expectations and desired outcome if unclear

If the complaint has been made verbally, the complainant should be given a copy of their verbal statement which is considered the formal complaint and asked to confirm that it represents the issues they wish to raise

Additionally the complaint should be provided with information in relation to the provider of independent advocacy services in their geographical area.
The complainant will be asked for consent for South East Complaints Hub , hosted by NHS Frimley ICB to handle the complaint in the event that the complaint requires input or investigation from parties or organisations outside of NHS England

The Primary Care complaints Team Contact details

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone Number 0300 561 0290

Email address Frimleyicb.southeastcomplaints@nhs.net

They will be kept up to date with the progress of their complaint.

If a case has passed the 40 working day target (or the timescale agreed with the complainant if different), the complainant (and advocate if relevant) should receive an update every 10 working days thereafter the target has been surpassed. This could be by telephone, email or letter but the format should be agreed with the complainant

- They can expect to receive a quality response with assurance that action has been taken to prevent a recurrence.
- They will be informed of any learning.

Our response to a complainant will be wherever possible by their preferred method of communication (email correspondence will only be responded to by email when the complainant has expressly requested this as their method of communication and security measures will be implemented in line with office policy to protect personal information sent via email).

On receipt of the investigation report a response to the complaint will be prepared and the Case officer will include information on the next stages of the complaints procedure should the complainant wish to take matters further

The response will include:

- An explanation of how the complaint has been considered.
- An apology if appropriate
- An explanation based on facts.
- Whether the complaint in full or in part is upheld.

The conclusions reached in relation to the complaint including any remedial action that the organisation considers to be appropriate.

- Confirmation that the organisation is satisfied any action has been or will be actioned.
- Where possible, we will respond to people about any lessons learnt.
- Information and contact details of the Parliamentary and Health Service Ombudsman as the next stage of the NHS complaints process.

A key consideration is to make arrangements flexible; treating each

Consent

There is an expectation that when capturing consent for the use and sharing of information, that the patient has made an informed decision and clearly understands the processing and potential sharing of their information. Staff must also understand the expectations of confidentiality that the information is provided under.

Information will not be disclosed to third parties unless the complainant or appropriate authorised party who has provided the information has given consent to Information will not be disclosed to third parties unless the complainant or appropriate authorised party who has provided the information has given consent to the disclosure of that information.

Consent should be pursued. If by the 40th working day consent has not been received the complaint should be closed and categorised as a concern

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

[Patient experience and complaints :: Hampshire and Isle of Wight ICS \(hantsiowhealthandcare.org.uk\)](https://hantsiowhealthandcare.org.uk)

We are committed to ensuring that NHS services across Hampshire, the Isle of Wight, Portsmouth, and Southampton are as good as they can be, and value feedback on your experiences.

We welcome your comments, concerns, compliments, or complaints about any of the services we purchase on your behalf and about our work within the local health and care system. We recognise the value that feedback can provide in planning for the future and in improving services, so please do tell us how we can do things better, or that we are doing something well.

The NHS can sometimes be complicated to understand, if you feel you need support, our Patient Experience Service is here to help. We can guide you through the NHS complaints procedure, assist with your concern and advise on any queries you may have regarding any services we commission, or share any details of organisations that can support you.

What can the Patient Experience Service do?

- Investigate complaints about the actions and services of the ICS itself.
- Investigate complaints about a ICS purchasing decision when this has personally affected an individual.
- Investigate complaints about any health services commissioned or provided by the ICS.

What the Patient Experience Service cannot do

- Resolve complaints which have been investigated by another responsible NHS body.

- Resolve complaints, which are being or have been investigated by the Parliamentary and Health Service Ombudsman (PHSO).

If you would like to discuss or send us a compliment, comment or complaint or have a query about the ICS or any of the services we commission, please contact the relevant Patient Experience Service for your area. Contact details are available below. The Patient Experience Service will acknowledge your enquiry within three working days of receipt.

How to contact the Patient Experience Service

For patients within Hampshire and Isle of Wight, please email: hiowicb-hsi.patientexperience@nhs.net

If you need to speak to a member of the Team, please dial 0300 561 2561

Complaints, compliments, and concerns about other health services

Although we are responsible for the majority of health services, comments, complaints or compliments about any of the following should be sent directly to the service provider or to South East Complaints Hub: [NHS Frimley - Complaints and compliments \(icb.nhs.uk\)](https://www.nhs.uk/healthcare-complaints/).

- GPs
- Dentists
- Orthodontists
- Pharmacists
- Opticians

Contact details for South East Complaints Hub:

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

Unsure who to contact?

If you are unsure where to direct your complaint, please contact our Patient Experience Service in the first instance and the team will be able to advise you further.

Parliamentary and Health Service Ombudsman

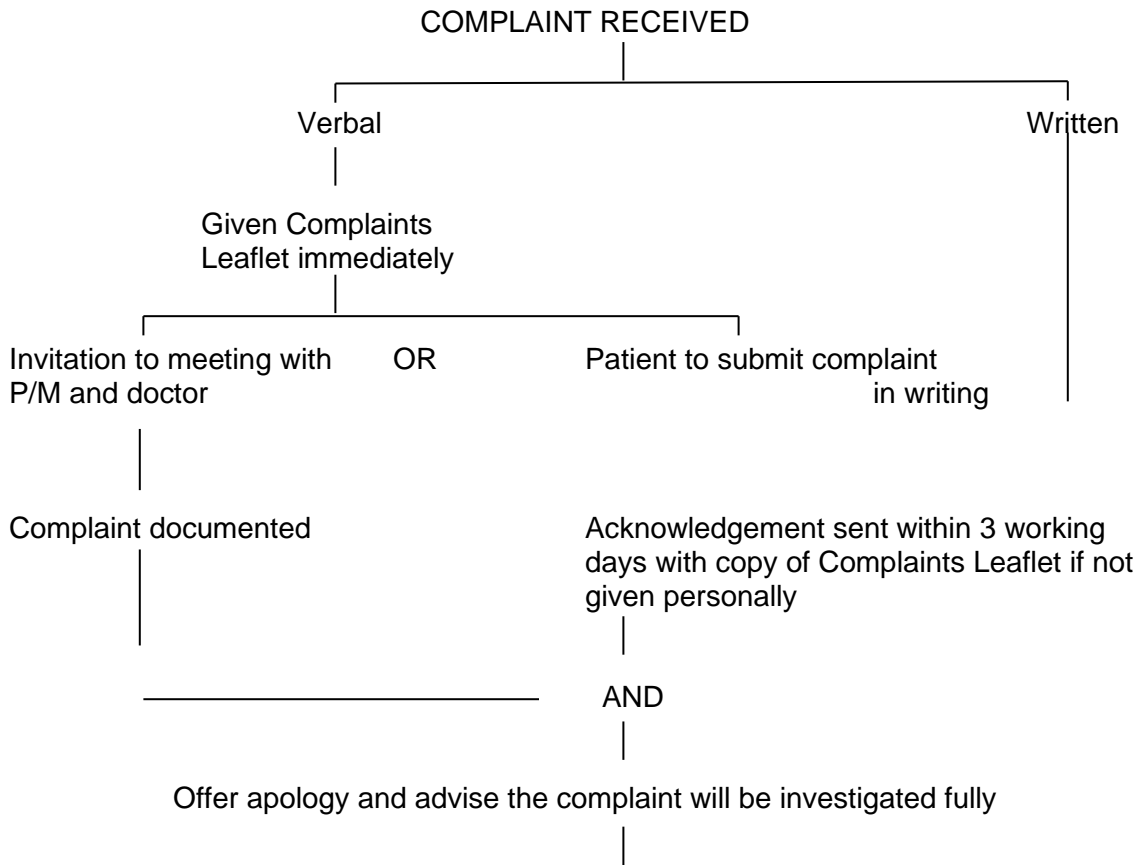
We will do our best to resolve your complaint however if you are not satisfied with the way your complaint has been handled by either NHS Frimley or the service provider, you can contact the Parliamentary and Health Service Ombudsman which makes final decisions on unresolved complaints about the NHS in England. The Ombudsman is independent of Government and the NHS, and their service is confidential and free of charge. Contact details are as follows:

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

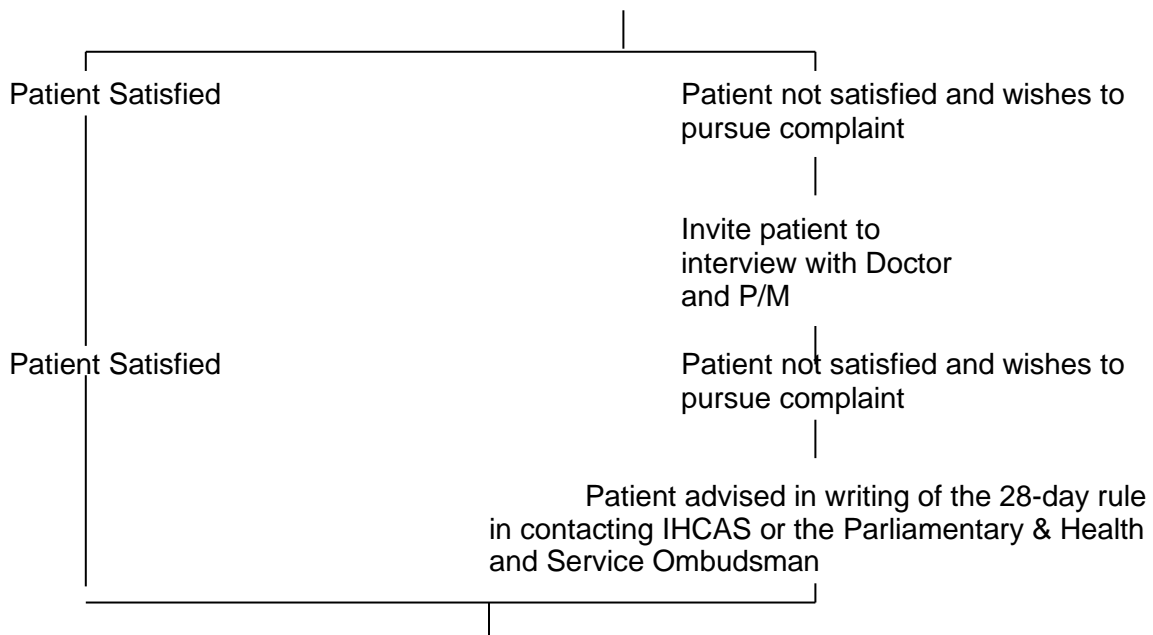
Address: The Parliamentary and Health Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Lockswood Surgery COMPLAINTS PROCEDURE



An offer should be made to discuss with the complainant the following:

- The handling of the complaint.
- Timescales for responding.
- Expectations and desired outcome if unclear



Practice takes account of the outcome of the complaint and implications for review/changes in practice procedures/staff training/clinical procedures